

## POSITION DESCRIPTION

**Position Title: DIRECTOR of Volunteer Services**

**Reports To: EXECUTIVE DIRECTOR**

**Exempt Position: Yes**

**Supervisory: Volunteer Services Coordinator, AmeriCorps VISTAs  
Functional Guidance for Volunteers, Interns, Site Team Members**

### **POSITION SUMMARY:**

Responsible for managing the recruitment, screening, selection, training, matching, recognition and retention of volunteers to work predominantly in school settings to address the learning readiness and learning support needs of students in CIS-supported buildings. Is the public face of the organization for all volunteer opportunities and initiatives and is responsible for growing the volunteer capacity of CIS of Kalamazoo. Provides leadership in identifying and implementing best practices for recruitment and retention of volunteers and engaging various stakeholders in making volunteer commitments to students, e.g. the business community, faith communities, service clubs, etc. Provides effective leadership and motivation within the organization for practices which increase volunteer utilization and retention within the schools. Ensures a strong administration/organizational component for the volunteer program of the organization, including documentation, tracking, measuring, evaluating, communication and coordination on behalf of the organization. Represents the organization in various community venues that are or may be a source of volunteer support. Works with the Director of Development to create new partnerships with businesses to engage them in supporting the schools. Organizes and oversees events that recruit and recognize volunteers and partners. Works with other Directors to ensure the orientation, training and sustainability of partners.

Is responsible for resource recruitment and development for mentoring/tutoring. Provides leadership and represents the organization in those specialty areas in developing and sustaining partnerships and advocating for resources. Works effectively with other mentoring/tutoring organizations to assure the utilization and expertise of partners and maximum stewardship of community resources.

### **DUTIES AND RESPONSIBILITIES:**

- \_\_\_\_\_ Establishes and maintains productive working relationships with all members of the CIS partnership, including school personnel, the faith community, higher education resources, service organizations and staff, business and other resources.
- \_\_\_\_\_ Provides leadership, guidance, consultation and motivation to all participants with a particular priority for business and faith partnerships. Conducts a wide range of effective recruitment activities with specified organizations including class presentations, service club presentations, participation in business and faith organizations, events, fairs, etc. Develops, coordinates and presents reports to various stakeholders regarding volunteer involvement.
- \_\_\_\_\_ Assures the development and maintenance of an effective tracking/data collection and reporting system for volunteers within CIS. Supervises administrative support staff and others in the utilization of volunteer tracking mechanisms. Performs or ensures tracking and data collection functions to ensure evaluation, program improvement and accountability. Uses database software and other available tools. Demonstrates understanding of data, data management and the effective use of data for improved decision-making and service improvements.
- \_\_\_\_\_ Works with Directors, Site/Afterschool Coordinators and other appropriate personnel to determine specific needs for volunteer support to effectively plan and execute recruitment strategies. Develops an annual resource development plan for volunteers, specifying recruitment and retention goals to fulfill specific types of needs and the strategies that will be utilized to fulfill those goals.
- \_\_\_\_\_ Plans and manages events that utilize volunteers (e.g. Bagels 'n Books) and assures the successful execution of those events to meet both student needs and to fulfill volunteer promotion goals.
- \_\_\_\_\_ Provides professional development and training for all staff, including all site teams to enhance the necessary knowledge and skill required to support successful utilization and retention of volunteers in schools. Conducts periodic monitoring to ensure effective utilization of volunteers at each school. Assures coordination and communication for the effective placement of volunteers, business and faith partners.

- \_\_\_\_\_ Assures an appropriate and effective system of volunteer screening according to organization policy, including criminal background checks, volunteer applications on file for each volunteer, etc. Assures effective risk management practices for the protection of students and schools.
- \_\_\_\_\_ Directs and manages the organization's AmeriCorps VISTA project with the Corporation for National Service & Community Service. Provides training, supervision, overall direction and guidance to Americorps VISTA members and works effectively with other Directors to assure that sites are making effective and appropriate use of the AmeriCorps VISTA resources.
- \_\_\_\_\_ Works with the Director of Community Relations and the Marketing & Fund Development Coordinator to develop and distribute appropriate promotional materials for the recruitment, training and retention of volunteers, including business/faith partnerships. Assures that all volunteer recruitment and retention materials meet branding requirements.
- \_\_\_\_\_ Plans, develops and implements effective orientation and training for volunteers, including business and faith partners. Ensures that all volunteers and partners are oriented to the CIS mission, philosophy, integrated student services model and goals, as well as to requirements for confidentiality, transportation and supervision. Works effectively with the education system and other community partners to provide additional training to increase the effectiveness of volunteers as tutors, mentors and advocates.
- \_\_\_\_\_ Exhibits a commitment to the values expressed in CIS mission and vision and creates and maintains a positive CIS image. Demonstrates the ability to interact in a positive and helpful manner with all customers both internally and externally. Reflects commitment to building a supportive work environment and maintains a positive attitude at the work place and toward his/her job.
- \_\_\_\_\_ Consistently demonstrates effective managerial practices, including performance planning and review, routine supervision, effective distribution of work and professional development.
- \_\_\_\_\_ Manages budget for areas of responsibility including monitoring expenses to ensure compliance, developing budget recommendations for future years.
- \_\_\_\_\_ Has primary responsibility for designated specialty areas---business partner engagement, growing faith partners and mentoring and tutoring practices. Assists with the procurement of resources to meet student/family/school/partner needs in those arenas. May include obtaining new provider partnerships, grant writing or overseeing special projects or events.
- \_\_\_\_\_ Participates in community awareness and public relations activities for CIS. Plans and implements special events. Assists with marketing and promotion of CIS, particularly within designated specialty areas.
- \_\_\_\_\_ Plans and implements effective volunteer recognition events and activities to enhance volunteer retention.
- \_\_\_\_\_ Maintains the confidentiality of all CIS related information.
- \_\_\_\_\_ Understands and embraces diversity and inclusiveness in thought, word, and actions. Exemplifies these values.
- \_\_\_\_\_ Other duties as assigned by supervisor.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- \_\_\_\_\_ Bachelor degree in a relevant area with strong orientation to public relations, marketing and promotions. Must demonstrate knowledge and appreciation for the needs/issues of children, families and education. Masters degree preferred. Supervisory or management experience highly desirable. Knowledge in applicable service domain area, e.g. tutoring, mentoring, volunteer management.
- \_\_\_\_\_ Knowledge and experience with a wide range of community resources including faith organizations, business, education, necessary. Advanced understanding of complex organizations and service delivery systems, partnerships and how they function. Ability to design cooperative structures and methods for multi-organization involvement in services.
- \_\_\_\_\_ Ability to interpret, comprehend and transmit complex and detailed instructions in order to plan and perform job duties. Ability to pay close attention to and manage details while maintaining a focus on the big picture and longer-term program

goals. Ability to organize, prioritize and work independently as well as schedule and produce work in a timely manner. A demonstrated capacity to manage many projects and activities simultaneously

- \_\_\_\_\_ Requires experience with personal computers and proficiency using word processing software, spreadsheets, the internet, electronic mail, and data bases.
- \_\_\_\_\_ Excellent oral and written communication skills, as well as interpersonal skills, to interact effectively with volunteers, team members, the public, peers, etc. Demonstrated ability for public speaking.
- \_\_\_\_\_ Strong leadership and relationship skills with a demonstrated ability to develop partnerships with agencies, professionals, parents and other stakeholders.
- \_\_\_\_\_ Ability to exercise good judgment, discretion, integrity, and knowledge of organizational policies and procedures and to effectively convey such information to others.
- \_\_\_\_\_ Ability to supervise others in an effective manner, on both a formal basis (supervisory responsibility and authority) and on an informal basis (responsibility and need with no authority).

**The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**

**Please submit a letter of introduction and a current resume to: [dkievit@ciskalamazoo.org](mailto:dkievit@ciskalamazoo.org) by June 30, 2015**